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Journal

September 1997

GA to guide construction of new Bothell campus

BOTHELL – General Administration is embarked on its biggest-ever construction project for the state's higher education system – the \$96 million co-located campus of the University of Washington Bothell branch and Cascadia Community College.

In June, GA's Division of Engineering & Architectural Services assumed responsibility for managing the project, which will eventually establish a 10,000-student campus on the 127-acre Bothell site for the university branch and new community college. Work at the Bothell campus site will also feature one of the largest wetland restorations in the state, including restoring North Creek to its original channel through the farmland site, which sits alongside I-405.

E&A Services engineer **Paul Szumlanski** is the project manager.

NBBJ of Seattle has been selected to design the co-located campus. NBBJ will begin its work in Bothell with a target of designing the project's \$62 million first phase – a facility to serve 2,000 students, including library and two classroom buildings – for a construction start in 1998. The first phase is scheduled to be completed in time for fall quarter classes in 2000.

"NBBJ has assigned its most prestigious studio to the project," said Fred King, assistant director of the Division of Engineering and Architectural Services.

King called the NBBJ project team – Dennis Forsyth (principal-in-charge), Bill Sanford (planning), Rick Zieve (design) Bill Johnson (landscape architecture) and Dr. Lyndon Lee (wetlands subcontractor) – "the best of the best from NBBJ's staff."

NBBJ was awarded the design services contract from among three finalists who made presentations to a selection panel Aug. 18. The panel included representatives from the University of Washington, Cascadia Community College, the state Office of Financial Management, the Higher Education Coordinating Board, E&A Services and the private sector.

NBBJ has worked previously with the state of Washington on the Tumwater satellite campus plan and Department of Corrections Special Offender Center.



*Model of the
proposed Bothell
campus*

Courtesy of NBBJ

Quarterly Newsletter of
the Department of
General Administration

 Washington State Department of
General Administration

Your redesigned *Journal* is
now on the Internet:

www.ga.wa.gov/journal/journal.htm

see UW-Bothell on the next page



I've been director of the Department of General Administration for seven months now, and every day I learn something new about GA. I expect to continue my "GA education" for the rest of my tenure here, simply because of the amazing breadth and diversity of the work we do.

The most pleasant part of my job so far has been in discovering daily examples of

the competence, professionalism and dedication of GA staff. We care about our jobs, we care about our co-workers, and we care about our customers. These are not qualities to be taken lightly. I say leave the cynicism about government service to the people outside the process. They don't work here.

Impressed as I am with all of you, we all need to keep our focus on a few key themes: streamlining and quality process improvement, competitive strategies, and affirmative action/diversity. We have plenty of examples of work we're already doing in these areas:

■ You've heard a lot recently about our quality process improvement program. We are taking several formal actions, including submittal of our Quality Plan to Gov. Locke and hiring of an internal quality consultant. But there are many ways, large and small, for every GA employee to help this agency work better, faster, leaner and cheaper. The special edition of the Gazette and our recent Open Line meetings shared exciting information about the quality projects we're involved in. I hope each of you will have the opportunity to pursue a quality project.

■ We continue to strive to be the "business of choice" for our customers. One leading example: The Office of State Procurement, because of the great success of its State Purchasing Cooperative, was able to reduce its purchase fee for customers by 12 percent. Not only will this save our customers money, it will serve to further boost volume use of OSP contracts and increase the potential for more savings for customers in the future.

■ GA is proud to be the state's leader in providing contracting opportunities for businesses owned by minorities and women. Our Business Development Program consistently exceeds state goals for small business participation and works year-round to boost awareness among public agencies of the wealth of small-business talent in our state.

We exist to serve our customers. There is no better way to say it. A major part of our mission is to help our customers leverage their dollars and resources so they can better achieve their own core missions. Opportunities are virtually unlimited for creative dialogue with our customers – we want to know what they think, what they need, and how we can help.

The same is true of communications with our peers within the agency. There are many ways for your voice to be heard in GA, including contacting your supervisor, your quality liaison, the internal quality consultant, members of the Quality Steering Committee, or talking directly to me. So many of you have so many great ideas, and I urge you to do whatever it takes to get your thoughts and dreams for the wide world of GA out of your head and onto the table.

A handwritten signature in cursive script that reads "Marsha Tadano Long".

Marsha Tadano Long
Director
Department of General Administration

UW-Bothell

continued from the front

The firm is currently at work designing the Seattle Mariner baseball stadium.

Szumslanski, a native of Hazelton, Pa., earned an engineering degree from Penn State University in 1974 and an MBA from the University of Puget Sound in 1983. Before his selection for the Bothell project, Szumslanski was assistant chief engineer for the GA/Department of Corrections team in charge of managing DOC's rapid expansion of corrections facilities in the state.

Other members of the state's UWB/Cascadia project team include: **Bill Phillips**, deputy assistant director; **Marziah Kiehn-Sanford**, environmental planning; **Lynda Hollinger**, contracts specialist; **Lorinda McMurry**, administrative support; and **Lou MacMillan** and **Keith Williams**, budget and fiscal.

A look at the project's history:

■ In 1995, a master plan for the complex was developed;

■ In 1996, consultants prepared a pre-design document for the first phase of the project;

■ In 1997, the Legislature allocated \$91 million for design and construction of Phase 1, based on the pre-design;

■ Also in 1997, the Legislature allocated \$6 million for pre-design of a 2,000-student Phase 2 and appropriated design money to prepare for 1999 bidding for a portion of Phase 2 (Phase 2a), which will accommodate an additional 1,000 students.

GA is working closely with administrators from the community college and university and other interested parties. A site development advisory group will be established to gather input on the project as it proceeds and help to communicate project decisions to the groups represented. The local community, regulatory agencies, and other interested parties will be represented on the committee.

The UW Public Art Commission will guide the acquisition of campus art for phases 1 and 2a through the 1 % for the Arts program.



Drawing courtesy of NBBJ

Managing Capitol Lake: A plan for Heritage Park and beyond

Heritage Park is inextricably linked to the Capitol Lake shoreline, and so will be a prime beneficiary of critical work now being launched to craft a comprehensive management plan for the lake.

Seven state and local jurisdictions signed an agreement in January that established a collaborative process for developing a program to manage Capitol Lake. The plan is scheduled to be completed in mid-1998.

The Department of General Administration (GA) will be joined on the lake plan steering committee by representatives of the Squaxin Island Tribe, the cities of Olympia and Tumwater, Thurston County, and the state departments of Ecology and Fish and Wildlife.

The Thurston Regional Planning Council has contracted with GA to be lead staff for the project.

With water flowing in from the Deschutes River and flowing out to Budd Inlet, Capitol Lake is only part of a larger watershed ecosystem. The permitting process for Heritage Park, which touched on lake issues for each of the jurisdictions on the steering committee, was a big reason behind the new management planning effort.

"It became very clear that the way we look at effectively managing the lake had changed," said Rick Millburn, manager of Capitol Campus operations for GA. "We needed to take a fresh look at every lake activity and evaluate the lake in a comprehensive way."



The Capitol Lake Management Plan, when completed, will be an "adaptive management" plan, according to Millburn.

"We don't want it to be

just another planning document," he said. "It will give us a new way to address changing conditions in the lake as they develop."

Heritage Park schematic design

Courtesy of the Portico Group

A view south to the capitol dome in this conceptual rendering of the proposed amphitheater

Courtesy of the Portico Group



Heritage Park, the dream of many people for many years, will be set in stone – literally – in the next two years.

Aided by a funding commitment from the 1997 Washington State Legislature, the Heritage Park project will begin to take very real form in 1998 and 1999 with creation of the Arc of Statehood along the shores of Capitol Lake. The Arc phase will put in place a hard-edged stone-and-concrete shoreline in the distinctive arcing shape that is the fundamental defining form for Heritage Park.

The Arc phase will also create new wetland habitat and enhance existing wetlands on the eastern shore of the north basin of Capitol Lake.

The Legislature's appropriation of \$4.6 million is the latest positive boost for the Heritage Park project. It will allow the project team to complete the in-water work (dredging, filling and creation of under-

water berms) that must be done to prepare the eastern and northern shores of Capitol Lake for construction of the Arc of Statehood this biennium and for other earth forms and landscaping in succeeding biennia.

Construction of the Arc phase is expected to begin in March 1998.

Marsha Tadano Long, director of the Department of General Administration, said: "I'm really grateful the Legislature recognized the importance of Heritage Park to citizens of the state and how critical it is to keep this positive momentum going."

The state is preparing for a busy 1997-99, which follows closely on a very productive 1995-97 biennium. In the past two years, Heritage Park made

its biggest and most visible strides forward.

The state's planning partner in Heritage Park – the city of Olympia – created the Heritage Park Fountain, which immediately became a hugely popular gathering place and a major recreational and artistic resource for the community.

The state built the North Campus Trail, which meanders through the lush greenery of the hillside below the Temple of Justice to the shores of Capitol Lake. The trail, like the fountain, was used heavily from the day it opened and continues to offer a pleasant walk through the woods and a convenient alternate route from the Capitol Campus to its northward extension in Heritage Park on the lakeshore below.

The state is very close to completing all the necessary permitting and regulatory work necessary to locate a park like Heritage Park on a shoreline like Capitol Lake.

The state produced a design plan for the park's phased development, incorporating landforms and built areas with cultural and recreational features.

In the next two years, the shoreline of Capitol Lake will change significantly as Heritage Park takes shape. Buildings will be demolished to clear the way for construction; the shoreline will be filled and defined; and the concrete half-moon of the Arc of Statehood will be built at the water's edge.

"We've got a lot of work ahead of us," Long said.



A view from the water of the Arc of Statehood and Heritage Park Fountain

Courtesy of the Portico Group

Heritage Park

Questions and Answers

With the state of Washington moving full speed ahead on important Heritage Park work in 1997-99, the public naturally is asking questions about project construction, the impacts it will have and the changes it will bring about on the Capitol Lake shoreline.

Q. I've heard the rock climbing gym and the Waves building will need to be demolished by the end of 1997. Why?

A. The land on which these buildings sit is a key staging area for construction of the Arc of Statehood, which is scheduled to begin in March 1998. Building materials and earth will be stored on the site, and trucks and construction equipment will need the space created by demolition of the buildings to move freely and safely in and out of the construction area. The Department of General Administration is helping the businesses in these buildings to find suitable new locations.

Q. What about Lakefair? I've heard that Heritage Park construction will force big changes.

A. General Administration is working closely with the

Capital Lakefair organization to ensure this enormously popular community festival can proceed with no noticeable changes in 1998 and 1999. We will be able to plan our construction schedule to either cease construction in and alongside Capitol Lake during Lakefair or work in another part of Heritage Park that will not interfere with festival staging and activities. We are confident we will be able to make similar scheduling arrangements in 2000 and beyond.

Q. What about the children's play area?

The play area will be closed down from March 1998 to March 1999 during Arc of Statehood construction. There's a good chance it will be reopened for four months in the spring and summer of 1999, when it will likely need to be closed again. We plan to open the playground for family use during Lakefair of 1998.

Q. What about parking? It looks like Heritage Park will close parking lots and take away a lot of on-street spots.

The parking lot beside the

rock gym (known as the sandbag lot) and the state lot on Fifth Avenue across from the Department of Corrections building will be closed. DOC parkers will be moved to Deschutes Parkway, which will be improved to allow parking on both sides of the street. The Heritage Park project team is working closely with Intercity Transit on transit enhancements to make it convenient to get to and from parking. The state will also make improvements to Seventh Avenue to add parking spots. In short, we are looking at a variety of near-term ways to handle parking needs this biennium and also at long-term answers for the finished park to accommodate park users and downtown visitors.

Q. How will the big trucks get in and out of the construction area?

Our plan for trucking routes is designed to minimize truck traffic on downtown streets. Trucks will use Plum Street, Union Avenue and Columbia Street as the main access path to the construction site. Trucks will exit the site from the staging area near Seventh and Columbia streets,

cut through what is now the "swimming beach" and leave the site onto Fifth Avenue at Simmons Street, eventually taking a left onto Deschutes Parkway southbound.

Q. What impact will Heritage Park have on the Capitol Lake ecosystem? What about trees and wetlands?

A. When Heritage Park is completed, there will be a substantial net gain in the number of trees in the park area, Capitol Lake wetlands that are now degraded will be significantly enhanced, and new wetlands will be created. For example, new wetlands totaling 8.15 acres will be created in the lake's mid-basin, with 5,000 new trees, 17,000 shrubs and 22,000 herbaceous plants. On the Heritage Park site itself, plantings will total 1,000 trees, 5,400 shrubs and 20,000 herbaceous plants. We will also be taking special care that sediments and debris from construction will have a minimal effect on the lake. We will place what is known as a "siltation curtain" that will act as a barrier to sediments that might otherwise degrade the lake's water quality.

Heritage Park Milestones

May 10, 1996

Dedication of Heritage Park Fountain

Sept. 13, 1996

Dedication of North Campus Trail

April 1997

Legislature approves \$4.6 million in 1997-99 funding for Heritage Park

March 1998

Construction begins on Arc of Statehood

Consolidated Mail makes strides with electronic ordering

Postal World, a biweekly publication for business mailers nationwide, took notice of the work of GA's Consolidated Mail Services in its July 28 edition. This excerpt is reprinted by permission.

Like other forward-thinking large organization operations, the Washington State Department of General Administration has moved to pull together disparate mail operations under its Consolidated Mail Services (CMS).

The idea, as always, is to slash costs by reducing, if not eliminating, redundancy – such as excess postage meters – and build mass supplies/services buying power. Some of the salient ideas put forward by GA to accomplish this include:

- **Marketing:** As those who have undertaken consolidated mail ops have discovered, just because you've created a CMS doesn't mean other departments will use it. In the last month, CMS has installed a marketing manager – **Liz Gibbons** – whose primary job is to get out, meet with and sell CMS offerings to state agencies. The more they switch from their direct deals and own staff, the more the state will save through better use of labor, buying power and postage discounts.

- **On-line supplies order form:** GA has also made available a web site for CMS. The page now includes an on-line ordering form for requesting supplies, such as trays, tubs, envelopes, UPS and FedEx shipping supplies and barcoded chargeback labels.

Within days of adding the feature, orders started arriving by the new method, says **Howard Cox**, CMSM administrative manager. Most deliveries are made within 24 hours. The on-line order form can be found at: www.ga.wa.gov/mail/cmsorder.htm.

"Pink slips" go high-tech with barcodes

by Bob Clingman

Consolidated Mail Services

CMS customers who pre-tested a new electronic barcoding system say it will significantly reduce the time they now spend manually entering account numbers.

The new system, which will be phased in over a two-month period beginning in September, will not only speed up the process, but will eliminate keying errors or incorrect account codes inadvertently written on the manual "pink slips" by customer agencies.

The impact of the new system cannot be fully understood without a look at the current way of doing business for CMS, whose outgoing section handles between 60,000 and 100,000 pieces of mail from more than 75 customer agencies in a typical day. Prior to delivery to the U.S. Postal Service plant in Tumwater, that mail is metered, presorted to qualify for postal service discounts, and packaged for expedited handling.

Each batch of mail coming in to CMS is accompanied by a Mail Instruction Form, aka "pink slip," which tells CMS operators how the mail is to be handled. Each customer has assigned account chargeback codes which are prominently displayed on the pink slip. Mail machine operators enter the accounts into the machine's database as each batch is processed. In a given day, this amounts to more than 1,000 entries.

To speed up the keying process, which takes 15 to 20 seconds for each entry, CMS developed the new system, which will replace written account codes with barcode symbols. This will enable operators to enter the account codes using electronic scanning wands, reducing the time to about five seconds per entry.

Eliminating keying errors will also cut time spent reviewing and correcting incorrect postal transactions.



ADA Facilities Program assists maintenance professionals

by Carol Maher

The Americans with Disabilities Act is not just another set of codes

If you have ever broken your leg or accompanied a relative in a wheel chair, or if you have ever guided someone who has a visual impairment or communicated with a person who is deaf, you may have already discovered the importance of the ADA. One out of every three of us will have a major physical disability in our lifetime. The Barrier Free Codes that are used to make our buildings accessible are not necessarily for "someone else" – they may be needed by *you*.

Imagine being blind and hearing the fire alarm. How would you leave the building? If proper signage is in place, you could identify the doorway, find the handle and reach up to the side of the door to "read" the Braille signage signifying that the entrance was a fire exit.

What if you were hard of hearing and couldn't hear the fire alarm? How would you know to leave the building? Most buildings have strobe lights in main office spaces. These will work well as long as you are not in the bathroom when an alarm sounds. *Note: The strobe light may be a problem for someone who has epilepsy, as there has been at least one case when use of the strobe brought on an epileptic seizure.*

So what is the best way for us to interact?

The key words are "reasonable accommodations." There may be ways of removing barriers or adding accessible features that can greatly improve accessibility at little or no cost, and I'll be glad to send you a copy of Barrier Free Codes on disk. I can help you find practical solutions to requests for reasonable accommodations. I can also give you reasons for *not* complying to unreasonable requests. Older buildings do not need to comply to new building standards unless a major renovation is being considered. If something doesn't make sense to you, call me and together we can make some sense of it.

Here is an example of a problem presented to my office.

"The fire alarm is very loud in our office, what does the ADA say about decreasing the sound level on the alarm?"

Answer: From The Americans with Disabilities Act Alternative Guidelines for Audible Alarms (WAC 51-30-93118), "Audible alarms shall exceed the prevailing equivalent sound level in the room or space by at least 15 decibels, or shall exceed any maximum sound level with a duration of 30 seconds by 5 decibels, whichever is louder. Sound level for alarms shall not exceed 120 decibels."

A good idea would be to purchase alarms that are adjustable.

Snapshot of the new ADA facility program manager

Carol Maher, ADA facilities manager, has just about seen it all when it comes to barriers for the disabled in public facilities.

Maher entered government service in 1974, with occasional side trips to the private sector, including her own company. She has served as disabled student coordinator for both a community college and university.

Over the years, Maher has experienced automatic doors with push buttons so close to the door that they opened hitting students in the head. She's seen ramps so steep and slippery that they were a danger to students with or without mobility issues.

Over the past seven years Maher owned her own ADA consulting firm, Challenges, where she worked with many building managers. She has provided ADA resource information to parks and recreation offices (including trails and campsites), courthouses, personnel offices, correctional facilities, restaurants, residential facilities and state offices.

Maher has a master's degree in personnel administration, with a strong background in issues related to the Americans with Disabilities Act (ADA).

The two previous ADA program managers at GA set clear goals to help the agency provide accessible buildings to its customers. Maher's predecessors have improved access on the Capital Campus, revised and improved policies regarding ADA issues, and created the State Facilities Access Advisory Committee.

Maher will continue to take this work forward and will also address the leased facilities GA acquires for other state agencies throughout the state.

(This article first appeared in the Summer 1997 Publication *Shop Talk*.)



Carol Maher, ADA facilities program manager

OSP copier contract saves \$2-3 million

Users of the new state copier machine contract will find prices substantially lower than previous contracts, according to results of bidding for the \$30 million contract announced in July by the Office of State Procurement.

The contract covers four different classes of copiers for purchase by state agencies, political subdivisions (including school districts) and non-profit organizations. The very competitive pricing in the new contract will save the state \$2 million to \$3 million each year over the previous contract.

This is good news for users: For example, every school district in the state has access to the contract through the State Purchasing Cooperative.

The contract, which has 16 different categories in its four classes, was awarded to multiple vendors, including both local businesses and nationwide corporations. Portions of the contract went to Ricoh, Konica, Sharp, Panasonic, IKON-Canon/Océ, Xerox and Danka.

In addition to lower pricing and extremely high-quality products, the contract offers several new benefits for users:

- Increased buying power through a new cooperative purchasing agreement with Oregon;
- Advanced technologies built into the contract, which makes the purchase of specialized copiers easier and less expensive for state agencies;
- Increased small business participation.

Purchasing professionals of the Office of State Procurement took care to make the

bid process as independent, fair and open as possible. OSP conducted three public work sessions with potential bidders to help in developing bid specifications and award criteria.

In addition to the dramatic reduction in pricing, bidding companies showed a major increase in the participation of minority- and women-owned business (MWB) since the last copier contract was awarded in 1992. Many of the bidding companies have worked hard at finding ways to subcontract with smaller MWB firms for a portion of the contract work.

E&A Services programs win national awards

GA's Division of Engineering and Architectural Services has earned national recognition on three fronts recently.

The Plant Operations Support Program, managed by **Bob MacKenzie**, is a support center and resource network for public facilities managers. It was named one of three national honorable mention winners in the 1997 Innovations Award program of the National Association of State Facilities Administrators (NASFA). The overall winner and the honorable mention winners were recognized in Atlanta June 24.

Plant Operations Support was also recognized this summer with a Merit Award by the Association of Facilities Engineering (AFE). The award is second only to the top FAME award in a competition that attracted 47 entries from around the nation. The awards will be presented at the AFE annual meeting in Las Vegas in October.

E&A Services was also recognized this summer by the Project Management Institute (PMI) with its 'Project of the Year' award for the Washington State History Museum in Tacoma.

Jim Copland was the museum project manager for E&A Services.

OSP offers 12 percent reduction in purchase fee

State agencies and other members of the State Purchasing Cooperative will realize significant savings on their state contract purchases in 1997-99 thanks to a bit of good news from the Office of State Procurement (OSP): It is reducing its procurement fee by 12 percent.

OSP is required by law to recover from customers the administrative costs of its contracts, which are used by state agencies, city and county governments, colleges and universities, and nonprofit organizations. In September 1995, the fee was set at 1.7 percent of the purchased goods, and remained unchanged through the 1995-97 biennium.

A recent review of OSP's rates indicated the office could reduce the fee to 1.5 percent and still recover its costs. The biggest reason is increased volume of use of state contracts by public sector customers and nonprofits, along with OSP's hard work to enhance technology and streamline the purchasing process.

OSP will also reduce the fee for processing vehicle orders from \$100 to \$85 beginning this fall with 1998 models. OSP will offer an additional \$10 reduction if customers place their vehicle orders through the Internet.

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